



## VA Satisfaction

- **Courtesy of the staff was VA's best area of performance on the national inpatient and outpatient satisfaction surveys.**
- **Over 75% of our patients now report having one provider or team in charge of their care.**
  - ♦ **Patients with one person or group in charge of their care are more satisfied with that care.**
- **VA scored 79 on the externally conducted American Customer Satisfaction Index. This is significantly above the average private sector health score of 70. Loyalty and Customer Service scores were even higher at 90 and 87, respectively.**

***"The quality has been excellent"***

- ♦ **Dr. Michael DeBakey, noted innovator in cardiac and vascular surgery, and World War II veteran, commenting on the quality of care in Department of Veterans Affairs medical centers.**

Veterans Health System  
Journal, December 1999



## VA Access

- **The average distance for enrollees to travel to their closest site of care is less than 15 miles. This is a 30% decrease over a 19 month period.**
  - ♦ **52% of enrollees live in urban areas, and their average distance to the closest site of care is now 5 1/2 miles.**
- **Over 80% of outpatients say they get their clinic appointment scheduled at a time of their convenience.**
  - ♦ **Over 85% of outpatients say they wait less than 30 minutes to be seen when they go to the clinic.**



## VA Research

- **Telemedicine will become an expanding option for patients with limited access to care.**
  - ♦ **Recent studies show use of digital imagery provides diagnoses of skin lesions as good as seeing patients in person.**



## VA Safety

- **Electronic entry of prescriptions, when fully implemented, will reduce mistakes caused by poor handwriting on prescriptions.**
- **A bar-code system for medications, similar to scan codes used for products in stores, will soon be in all VA medical centers.**
  - ♦ **VA will be first health care system to use bar-coding nationwide.**
  - ♦ **This system identifies that the right medication is given to the right patient at the right time.**
  - ♦ **Use of system will cut medication errors by two-thirds.**

***"The VA has done perhaps the most impressive work in the country so far on patient safety"***

- ♦ **Dr. Donald Berwick, President and CEO of the Institute for Healthcare Improvement, describing VA's efforts to reduce medical errors.**

VANGUARD, January 2000